

CITY OF OVERLAND PARK POSITION DESCRIPTION

TITLE:	Customer Service Representative, Senior (Permit Svcs)	BAND/LEVEL:	Admin III
DEPARTMENT:	Planning & Development Services	JOB NO:	4035
DIVISION:	Building Safety	DATE:	3/25/12
REPORTS TO:	Supervisor, Permit Services	FLSA STATUS:	NE
FULL-TIME: <input checked="" type="checkbox"/>	PART-TIME: <input type="checkbox"/>	TEMPORARY: <input type="checkbox"/>	COST CENTER: 608

REPLACES: Customer Service Representative, Senior

DATE: 12/17/02

JOB SUMMARY STATEMENT:

Issues building, land disturbance, site development and sign permits. Processes Temporary and Certificates of Occupancy. Processes utility clearances. Assists in the coordination of the plan review process and workflow for the development center. Schedules inspections and enters code complaints. Provides administrative support to the Building Safety and Engineering Services Divisions. Maintains project files and processes closed permit documents. Assists with training Customer Service Representatives. Assists supervisor. Provides customer service to the public.

DUTIES AND RESPONSIBILITIES:

1. Issues building, land disturbance, site development and sign permits. Reviews completed permit applications for appropriate information and necessary approvals. Checks for parcel tags, zoning, house classification, and permit conditions prior to permit issuance. Verifies compliance with Johnson County Licensing. Enters permit information. Calculates and collects fees.
2. Directs workflow in the Development Center. Answers phone and assists general public by providing information on City/department policies and procedures. Schedules inspections and enters complaints in the OPCARES system. Assists with records requests and research utilizing Tidemark and microfilm. Serves as back up for the Plans Examiner of the Day and Engineer of the Day phone. Provides back up to other divisions and/or departments as needed. Serves as notary public.
3. Assists in the coordination of the plan review process. Explains processes and timeframes to applicants. Ensures correct number of plans sets are submitted, logs in plans received, processes and routes to appropriate division or reviewer. Maintains approved Planning Commission plans.
4. Maintains subdivision plat files.
5. Assists in the coordination of the third-party inspection elevator program. Explain procedures, enter inspection reports, generate invoices, process certificates, scan and maintain records.
6. Processes and issues Temporary Certificates of Occupancy and Certificates of Occupancy. Ensures files are complete, pulls plans, and archives records by scanning or routing for microfilm.
7. Assists Supervisor with training of Customer Services Representatives and reviews their work for completeness and accuracy. Ensures all required information is submitted. Checks information entered into Tidemark against application and/or plot plan. Checks for required approvals.
8. Assists Supervisor with daily cash report. Runs credit card report and secures cash drawer at the close of business daily. Processes check requests for refunds and withdrawn permits. Maintains petty cash fund and change fund. Processes approximately 150 status letters per day. Assists with permit extensions.
9. Performs a wide variety of clerical work including typing, scanning, maintaining files, assists public with record requests, collecting fees, etc.
10. The employee must work the days and hours necessary to perform all assigned responsibilities and tasks. Must be available (especially during regular business hours or shifts) to communicate with subordinates, supervisors, customers, vendors and any other persons or organization with which interaction is required to accomplish work and employer goals.

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11. The employee must be punctual and timely in meeting all requirements of performance, including, but not limited to, attendance standards and work deadlines; beginning and ending assignments on time; and scheduled work breaks, where applicable.

GENERAL QUALIFICATIONS

EDUCATION & SPECIAL LICENSE(S)/CERTIFICATIONS:

Basic education, which includes courses in typing, general office practices, office machines and business communications or an equivalent combination of education and work experience. Must be able to obtain and maintain a notary public.

EXPERIENCE:

Three years clerical/customer service experience. Experience in a building permit or real estate office preferred.

SKILLS:

1. Oral and written communication skills
2. Basic math and accounting skills
3. Analytical skills
4. Organizational skills
5. Typing skills
6. Listening skills
7. Customer service skills (in person and over phone)
8. Proofreading skills
9. Ability to train and guide others
10. Must have a working knowledge of windows-based word-processing and spreadsheet software applications. Preference for Word and Excel.

MENTAL REQUIREMENTS:

1. Ability to recognize and protect confidential information
2. Ability to organize files and effectively retrieve
3. Logical reasoning; sound judgment; and the ability to deal with sensitive situations in a tactful, empathetic manner
4. Alpha and numeric recognition
5. Ability to read and comprehend City codes, permit applications, and file information
6. Ability to comprehend computer software principles
7. Ability to compute basic math computations
8. Ability to work in a hectic environment with many interruptions
9. Ability to meet specific deadlines

PHYSICAL REQUIREMENTS:

1. Hand and eye coordination adequate to input computer, calculator, typewriter, copy and fax machine, cash register, and scanner
2. Ability to make and receive phone calls
3. Ability to lift 50 pounds and transport 20 feet
4. Visual acuity to read plans and diagrams
5. Ability to distinguish colors

SUPERVISORY RESPONSIBILITY (Direct & Indirect):

None

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job.